

**BALTIMORE COUNTY, MARYLAND
PURCHASING DIVISION
400 WASHINGTON AVENUE, ROOM 148
TOWSON, MARYLAND 21204-4665**



**REQUEST FOR BID NO. P-261
SOFTWARE, CASE MANAGEMENT**

Due Date: 07/17/20, Time: 3:30 PM

**AMENDMENT NO. 1
DATED 06/22/20**

BID@BALTIMORECOUNTYMD.GOV

**AMBER BUTCHER, STAFF BUYER
PHONE: 410-887-3887**

**PLEASE SIGN BELOW ACKNOWLEDGING RECEIPT OF
THIS ADDENDUM AND RETURN WITH YOUR BID.**

Company Name

Signature

**BALTIMORE COUNTY, MARYLAND
REQUEST FOR PROPOSAL NO. P-261
SOFTWARE, CASE MANAGEMENT**

AMENDMENT NO. 1

1. RFP 261 Pre-Proposal Conference Registration is attached. The list is representative of those invited or who requested to attend. Attendance was not mandatory.
2. **Attachment G** has been replaced with **REVISED Attachment G**.
3. Question: Will the recording be shared with everyone?
Answer: The recording is for the purpose of ensuring all questions asked during the tele-conference for this RFP have been addressed. It will not be posted.
4. Question: Can we have a follow up call with the health department to get a better understanding of the rationale behind these requirements?
Answer: Amber Butcher, Brian Mohny and Jim Stevenson are the sole points of contact as listed in General Condition.
5. Question: If we have any questions on the Mandatory Contract Provisions, should we submit those in writing before the 29th questions deadline?
Answer: Please submit any questions by June 29, 2020. If a vendor has redlines or suggested alternative language it must be submitted as an exception in the technical proposal.
6. Question: Will you accept recommended redlines of the BAA?
Answer: Vendors should submit any exceptions or suggested redlines as an exception in their technical proposal for review.
7. Question: The sample contract is not tailored to a SaaS vehicle. Will the County accept a recommended SaaS contract in the submission?
Answer: Vendors may submit any recommended SaaS language in Word as an exception in their technical proposal for review.
8. Question: Since MBE/WBE requirement is 0% does that also mean there will be no weight or preference given to firms that are MBE/WBE?
Answer: Economic Benefit Factor and/or MBE/WBE Participation is a weighted criteria for evaluation is General Condition 15.
9. Question: The RFP indicates that the MBE/WBE requirements for this effort are 0%. We would like to confirm whether MBE/WBE information is still required in our submittal if we are not using a disadvantaged business subcontractor (and are not one ourselves).
Answer: Though the MBE/WBE subcontracting requirement is 0%, Offerors are still required to submit any documentation required for the MBE/WBE Proposal to include the Economic Benefit Factor.

10. Question: General Instructions Section 1.9 indicates a CD yet later in the RFP is asks for electronic submission.
- Answer: General Instructions provides Baltimore County standard terms or conditions not addressed in the General Conditions. For this RFP, General Condition 17 outlines the required proposal submission. A CD is not required.
11. Question: General Condition 10. Bonds, 10.1 p. 25 of 59: Is the Performance Bond due at the time of submitting the proposal?
- Question: Can we leave out the performance bond form?
- Answer: The performance bond is not due at the time of proposal submission. However, if the County determines a performance bond is necessary, the performance bond on page 21 of RFP 261 will be utilized.
12. Question: Is the Payment Bond due with the Proposal?
- Answer: The payment bond is not due at the time of proposal submission. However, if the County determines a payment bond is necessary, the payment bond on page 22 of RFP 261 will be utilized.
13. Question: The forms in what sections need to be printed, signed and scanned?
- Answer: It is the vendor's responsibility to review the RFP to ensure all required items are submitted in the proper sections of their proposals. This information can be found in General Condition 14.
14. Question: Do amendments, then, once signed, need to be included in the submission package?
- Question: Please indicate where the signed Amendments should be listed.
- Answer: Signed amendments must be included in the proposal. See General Condition 14.1.5.
15. Question: Should we mandatorily answer all the questions in ATTACHMENT H OIT WORKSHEET QUESTIONNAIRE?
- Answer: Attachment H is required to be completed and submitted with the proposal response per General Condition 14.4.3.
16. Question: Will you be providing the required attachment as separate forms/pdf files? Without a password we cannot extract pages from the solicitation.
- Answer: The only portion of this solicitation that is fully locked is any document in the RFP 261. All other attachments are open to assist vendors in providing a response.
17. Question: Can the RFP document be updated to allow highlighting and comments so we can use that internally to markup the document?
- Answer: The RFP document will remain locked.
18. Question: May we use docuSign to fill in and sign documents?

- Answer: Yes. However the County will not provide unlocked or editable documents.
19. Question: Should the proposals be password protected?
- Answer: No. The proposal submissions do not need to be password protected.
20. Question: Should the Price Proposal be sent separate from the Technical Proposal?
- Answer: The price proposal must be separate from the technical proposal. However, the two documents, clearly marked, may be submitted in the same email or they may be submitted in individual emails.
21. Question: Will the County consider a multi-year software as a service (SaaS) subscription model for the case management system?
- Answer: Per General Condition 6.1, the initial term will be five (5) years after final approval with five (5) one year renewal options.
22. Question: How many years of licensing should we put in our budget if we offer Saas?
- Answer: Per General Condition 6.1, the initial term will be five (5) years after final approval with five (5) one year renewal options.
23. Question: Where should pricing for maintenance and support services be listed?
- Answer: Please provide any additional pricing matrix as required to outline and/or detail any item not listed on this price sheet. This includes any available or proposed options offered.
24. Question: Do we have to register through Maryland's business portal in order to meet the requirements and respond to this RFP? If so, are there any additional considerations about the "Resident Agent" requirement to register?
- Answer: Vendor must be registered and in good standings in the State of Maryland if the company has nexus in Maryland. If the company is incorporated in another state without any nexus in Maryland, the company must provide good standing certificate from their incorporated state. The Resident Agent would only apply to companies registered in Maryland.
25. Question: Is there is a contract vehicle they prefer to procure through?
- Answer: This Request for Proposal is the County's path to a contract vehicle.
26. Question: Have any COTS vendors being evaluated or preferred?
- Answer: The County has viewed demos and determined that a competitive bid was required.
27. Question: When is it expected to be awarded?
- Question: When is the anticipated date for award?
- Answer: The timeline for estimated notification of potential award will depend on the number of proposals received and if any additional discussions or demonstrations are required.

- 28.** Question: What is the expected system go-live date?
- Answer: The timeline for Go Live will depend on finalization and approval to the awarded contract, the awarded Offeror's solution and their implementation schedule based on the County's requirements.
- 29.** Question: Is it possible to get a copy of the previous bid winner's proposal?
- Question: Are you able to provide the incumbent?
- Question: Is there an existing database/case management system in place? If so, what system(s)?
- Question: What is the existing software you are currently using? If yes, what is the software?
- Answer: There is no existing software in use. This is a new software solution for the County. This is a new solicitation for the County.
- 30.** Question: Does the County prefer an on-premise or Cloud hosted solution?
- Question: Do you prefer a hosted solution or an on premise solution?
- Question: Do you need a cloud solution?
- Question: Does the County have a preference for hosted vs. on-premise solutions?
- Answer: It will be a case by case scenario. The County is not requiring hosting but it is preferred. However, if your main customer base is using an on premise solution, please submit that information. The County does not wish to be the first or the only client using a hosted solution if your main customer base is on premise.
- 31.** Question: What is the estimated number of covered lives to be administered in the Case Management Solution?
- Answer: Envision the range starting in the hundreds and can expand to several thousand people.
- 32.** Question: We understand the County may choose to expand this solution to other agencies within the County, but for the initial deployment how many users do you anticipate will be accessing the case management system on a daily basis?
- Answer: Approximately 60 users.
- 33.** Question: What is the estimated number of total users on the Case Management Solution?
- Question: How many users are expected to fully use the system?
- Answer: Approximately 60 users.
- 34.** Question: What is the estimated number of concurrent users on the Case Management Solution?
- Answer: All approximate 60 users.

35. Question: Are you able to estimate the number of required forms?
Answer: Not at this time.
36. Question: Will there be a need for a client facing web portal for accessing assessments, forms and consents?
Answer: No.
37. Question: How many scan stations are currently in use and are they desktop or production scanners?
Answer: We are not currently using scan stations, however, we anticipate using portable scanners for documents for client records, but not to be incorporated in data collection.
38. Question: Mandatory Requirement 2.008: Does the client envision to keep a separate menu for Syringe Services (different from Client record menu) to capture and keep track of the 17 character unique IDs and corresponding demographic information (no PII)? What will be the format of 17 character unique ID?
Question: Can you elaborate on the "anonymous clients" requirement? (requirement 2.008)?
Answer: Names and unique IDs are not to be combined. Unique IDs are created from a series of letters and numbers with no special characters, however, how that is formed is confidential information.
39. Question: Mandatory Requirement 2.01: What is client's referral information? What are the types of referral information (Housing, Peer, Transportation etc.) and what do they mean? What are Cost, Funding Source, and Outcome of a referral mean? Is CDC grant to HHS the only funding source for all costs incurred in a program or are there any external funding sources?
Answer: Cost, Funding Source, and Outcome is related to Substance Use Disorder treatment and recovery case management data i.e. cost would be anticipated from cost of treatment, funding could be determined from grants, and outcomes would be as referenced on the requirement document.
40. Question: Mandatory Requirement 2.011: Who is a client resource? Who are internal and external resources? What are the types of resource (Housing, Peer, Transportation etc.) and what do they mean? What are Cost, Funding Source, and Outcome of a resource mean?
Answer: A client resource is a program or service the client is engaged with. Internal resources would be programs through HHS. External resources would be from the community and healthcare partners. Cost, Funding Source, and Outcome are data points relevant to client engagement with the resource.
41. Question: How is the information you're looking to track currently being managed?

Question: From the overview you just presented [*Pre-Proposal dated 6/12/20*], I presume you do not have any computerized applications for these programs.

Answer: The information is currently being managed by Excel spreadsheets and paper/ hard copy forms.

42. Question: The RFP references data conversion. How much data needs to be converted and from how many systems?

Answer: The County uses the combination of data from Excel spreadsheets and paper/hard copies from a minimum range beginning in September 1, 2019 until the current date.

43. Question: Will the Case Management system need to be accessible by service providers such as treatment providers etc. to update treatment status and plans?

Answer: No.

44. Question: Is there an approximate number of covered lives?

Answer: Envision the range starting in the hundreds and can expand to several thousand people.

45. Due to the volume of questions to be addressed, Amendment no. 2 will be issued.

46. All other terms and conditions remain the same.